

# Production Daily Health Report

## Friday November 18th, 2016 (10:00 AM EDT)

### Infrastructure and Upcoming Events

Customer Portal
  Worker Portal
  CCAP
  EARR

**Daily Smoke Test Status:** Pass

#### Key Events

Date	Event	Status
11/2	Nov M&O Scoping	In Progress
11/18	SSP Issuance Set 2	Not Started
11/18	SSP Recon	Not Started
11/19	Weekly Fix Release	Not Started

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
176	0	176	143

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Pending	N/A	0	TBD	0
DHS 3503 – Additional Documentation Required Notice	Pending	N/A	0	N/A	0

### Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

\*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

# RIBridges Top Issues Impacting Cases

Friday November 18th, 2016 (10:00 AM EDT)

# 776

## Cases without Coverage due to Top Issues

**0** P1 Incidents  
**8** P2 incidents  
**1699** P3 incidents  
**59** P4 incidents

### Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Incorrect November SSP Eligibility Closures (RIB-2934)	~	Reinstated 1619-B cases incorrectly closed due to alien data	<b>Resolved</b> – All code and data fixes completed 11/17/2016
2	Claim Processing – Unable to post payments for ~250 accounts (RIB-6241)	~250	Repayment agreement amount is not updated resulting in standard recoupment	Fix targeted for 11-19-2016
3	Conflicting verifications for the same data points and issues with external sources (RIB-4988)	2	231 accounts need manual lookup before a data fix could be done because of the need to check external sources. 2 accounts reported for reasonable explanation are not resulting in income passing.	<b>Partially Resolved</b> - The data fixes for the 231 accounts have been completed however more analysis is needed to determine the root cause of the 2 accounts reported for reasonable explanation not resulting in income passing.
4	MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed. (RIB-5512, RIB-2551)	~	One new issue was identified two weeks ago impacting 12 accounts where a customer has both a SHOP and an Individual QHP account. This new issue will be fixed by 11/5 - The SHOP MCI issue has 1,000 still need to be fixed and validated. One task issue (app error on working a task) planned to be fixed on 11/09	<b>Partially Resolved</b> - Data fixes have been deployed. Code fix in progress targeted for 11/19
5	NCP record sent to Child Support lists the children themselves as parents incorrectly. (RIB-5898)	~	Relationship information for a number of children were converted incorrectly	<b>Resolved</b> - Data fix will applied to correct the relationship information for affected children
6	PCPA reports contain incorrect information (RIB-3765)	~500	PCPA report needed to confirm/generate parent caretaker payments for ~500 individuals. Some reports have incorrect child counts, premium amount, or do not include dependents and other family members.	Multiple root causes with iterative fixing targeted to be completed on 11-26-2016
7	EARR Providers – SSN edit on editing the provider details (RIB-2599)	~	SSN edit is preventing updates to provider information	SSN to be made optional for EARR providers Target Fix Date – 11-19-2016

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 17th

## Start of the Day

**1,045**

Scanned/Indexed



**9,990**

Processed



**15,402**

Completed



**26,437**

Total

## Day's Activities

**100**

Scanned/Indexed



**124**

Processed



**483**

Completed



**707**

Total

## End of the Day

**1,145**

Scanned/Indexed



**10,114**

Processed



**15,885**

Completed

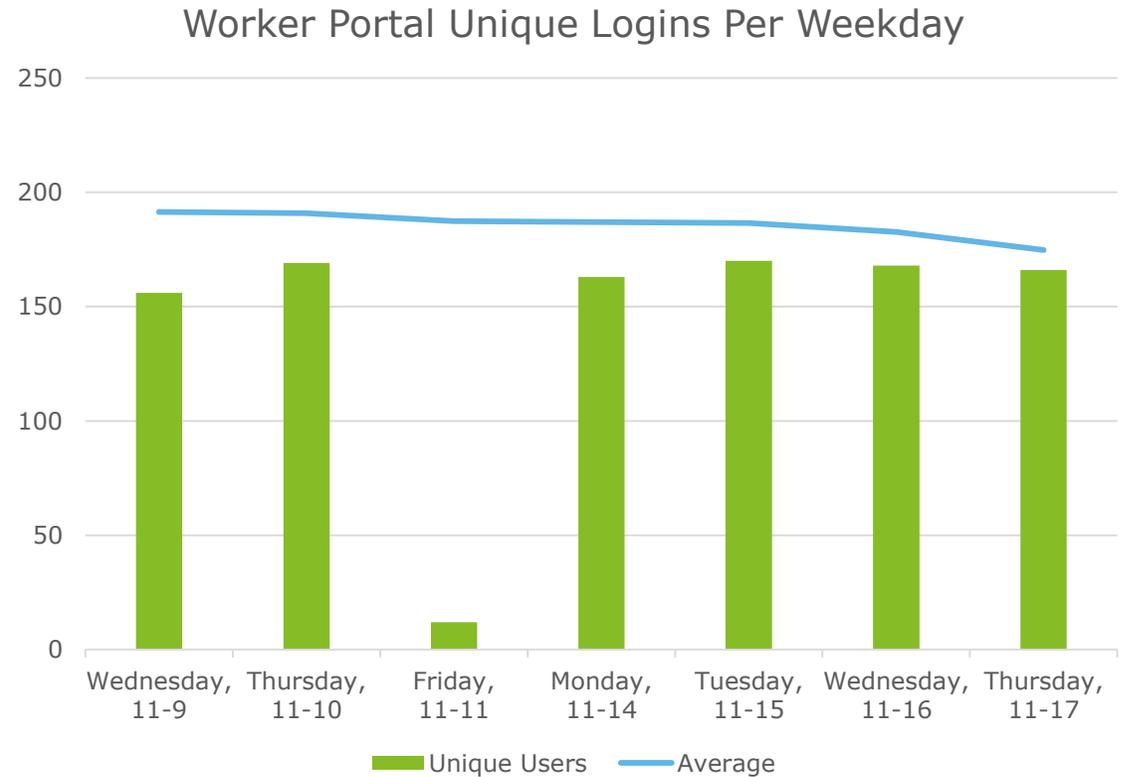
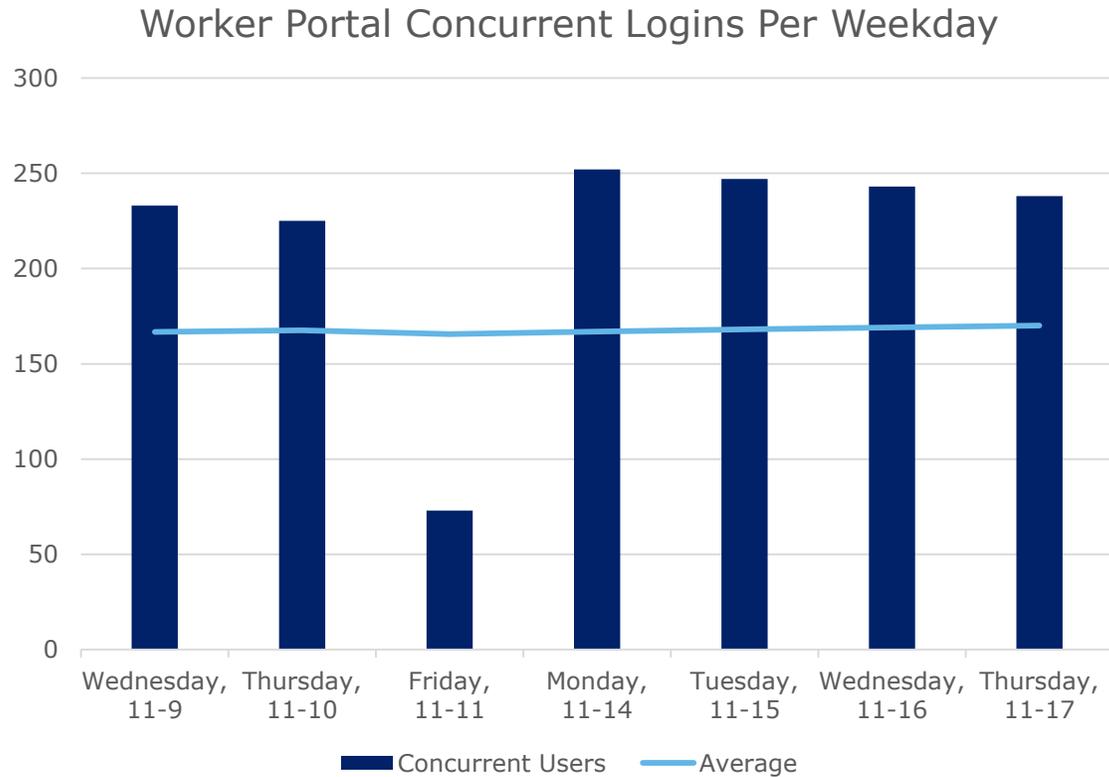


**27,144**

Total

# RIbridges Technical Metrics – Worker Portal

Friday November 18th, 2016 (10:00 AM EDT)

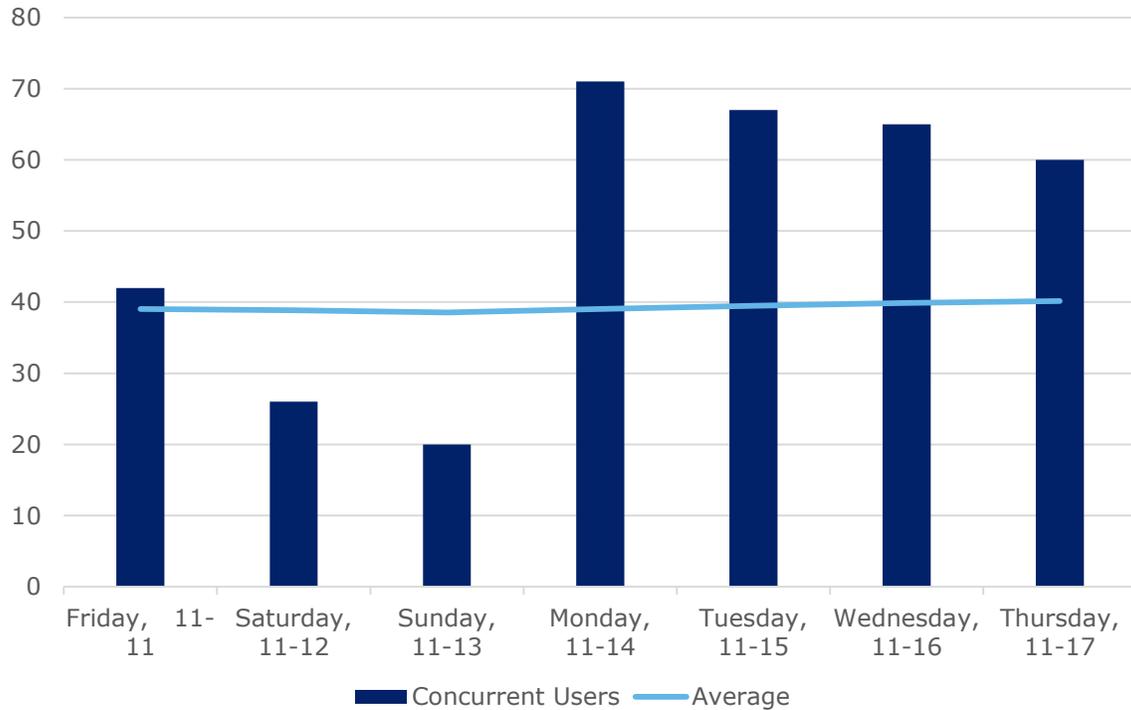


\*Concurrent is over five minutes

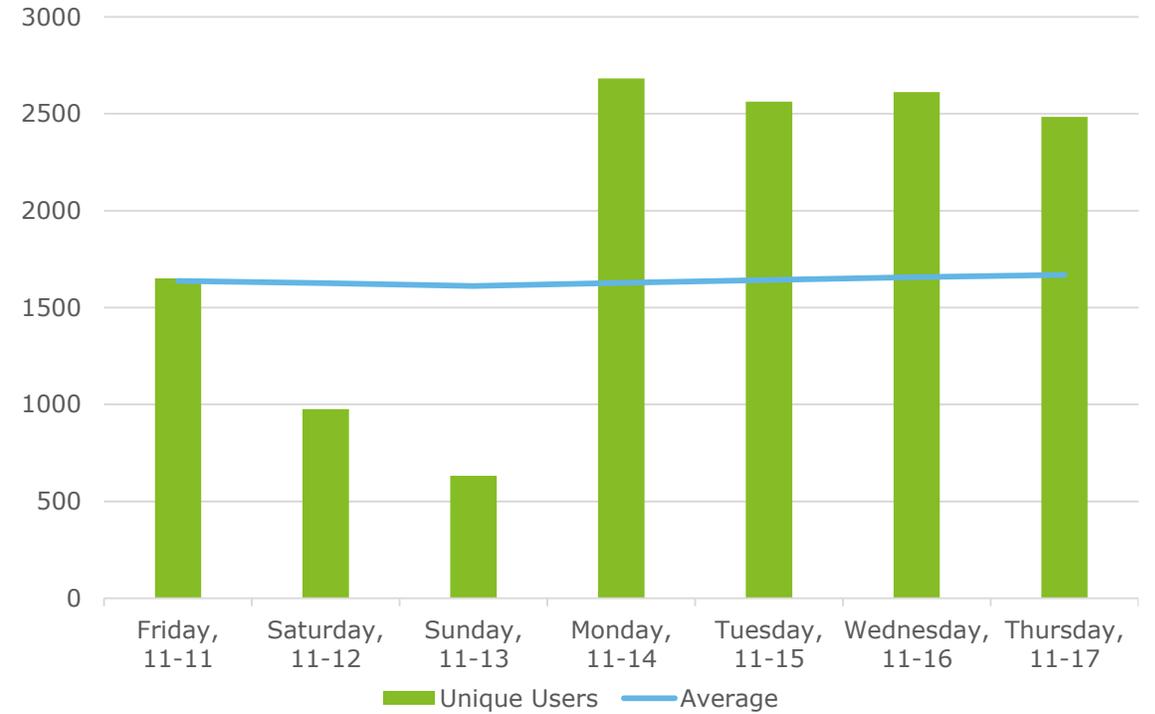
# RIbridges Technical Metrics – Customer Portal

Friday November 18th, 2016 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

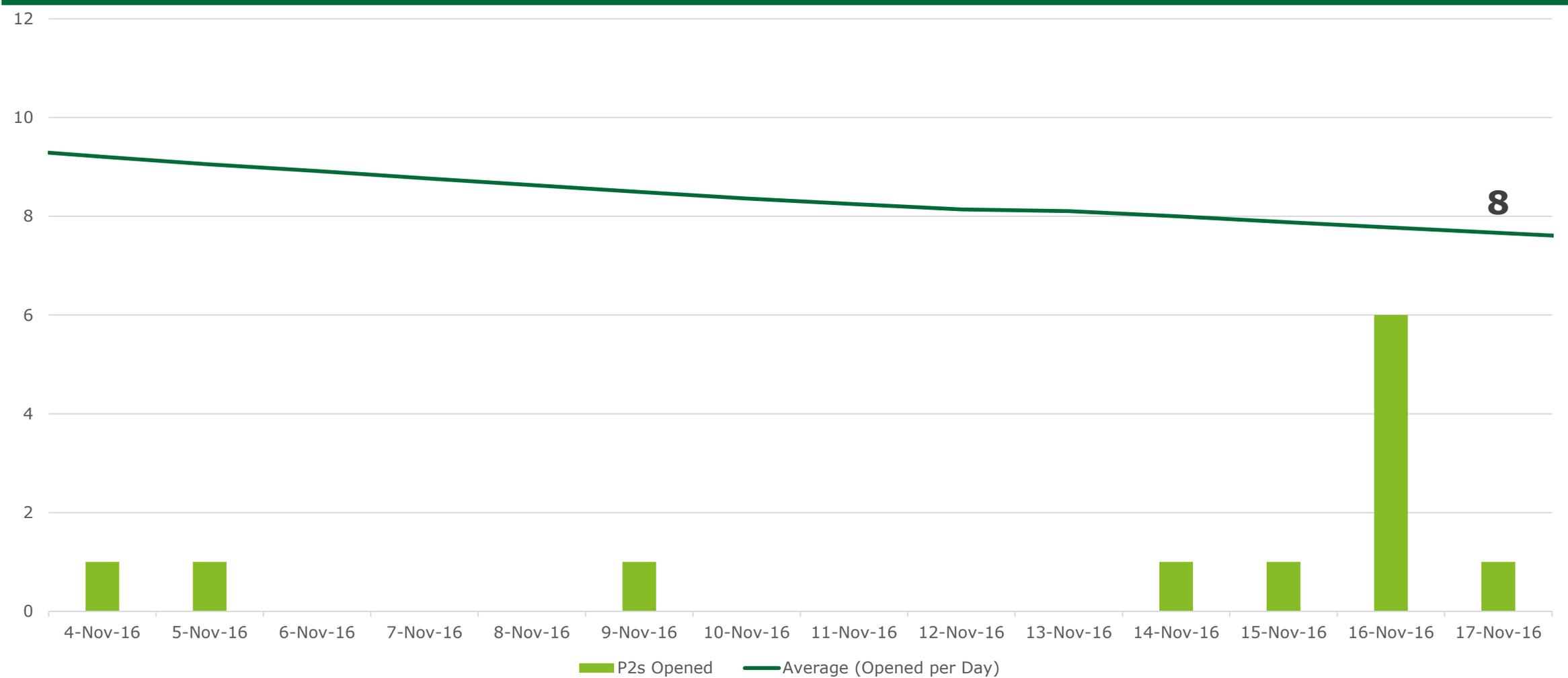


\*Concurrent is over five minutes

# RIbridges Technical Metrics – P2 Incident Report

Friday November 18th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day



# RIbridges Technical Metrics – P2 Incident Report

Friday November 18th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)

Friday November 18th, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

